

received in the customer's mailbox. The customer then follows the audio prompts to enter his/her password and listen to the message.

- A **Temporary Schedule** is available to override Pager/Schedule 1 and Schedule 2 and can be used for holidays or other special time periods. The Temporary Schedule supports calls to non-pager local and toll-free numbers only and cannot be used with a pager number. Pager/Schedule 1 and Schedule 2 automatically resume when the Temporary Schedule expires or is cancelled by the user.

Schedules 1 and 2 can be active at the same time as long as the times do not overlap. The two schedules remain in effect unless 1) one or both schedules are cancelled, 2) notification is turned off (see previous section), or 3) the Temporary Schedule is active. The following must be specified for each notification schedule:

- the telephone number or pager number to be contacted,
- start and stop times for notification (when notification is permitted),
- the types of messages which will generate an outcall or page (e.g., Urgent or All messages),
- how quickly the number or pager will be called after a message is received, and
- for Temporary Schedules only, the number of days the schedule will remain in effect. At the end of this time, Pager/Schedule 1 and/or Schedule 2 become active again.

MemoryCall® attempts to contact the customer up to three times, 20 minutes apart when a new message is received. If a busy signal is encountered during the outcall/page, MemoryCall® tries six more times every three (3) minutes. To establish a notification schedule, follow instructions listed below:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "4" For NOTIFICATION SCHEDULE. Then Enter One Of The Following Schedules:
  - "1" — FIRST/PAGER SCHEDULE

**Note:** If MemoryCall® prompts for "First" schedule, the mailbox has been built without pager support. The words "Pager Schedule" will be spoken by MemoryCall® only if the mailbox has been programmed with pager capability.

  - "2" — SECOND SCHEDULE
  - "3" — TEMPORARY SCHEDULE
4. For existing schedules, MemoryCall® will first ask if the user wishes to update (Press "1") or cancel/delete (Press "2") the selected schedule. If the schedule does not already exist, MemoryCall® will begin prompting the caller to establish the schedule. The following prompts are heard when establishing or updating a schedule:
  - Enter number of days schedule to be in effect (*Temporary Schedule only.*)

- Enter the number to be paged or called.
- Enter the weekday start time then "1" for AM or "2" for PM. To indicate no weekday notification spell "NO" on the touchtone pad (same as "6-6").
- Enter the weekday stop time then "1" for AM or "2" for PM.
- Enter the weekend start time then "1" for AM or "2" for PM. To indicate no weekend notification spell "NO" on the touchtone pad (same as "6-6").
- Enter the weekend stop time then "1" for AM or "2" for PM.
- Enter the type of message to cause notification:
  - "1" for ALL messages or
  - "2" for URGENT ONLY.
- Enter one of the following numbers to tell MemoryCall® how soon after a message is received to place the outcall or page:
  - "1" — 1 Hour
  - "2" — 2 Hours
  - "3" — 4 Hours
  - "4" — After one day
  - "5" — Immediately after message received
  - "6" — Never notify the customer

**Note:** MemoryCall® will prompt the customer for one of the above notification intervals for both urgent and non-urgent messages if the customer has requested to be notified of all messages. For example, a customer can be notified immediately of all urgent messages and after 2 hours for non-urgent messages.

#### 8.5.4.8 Miscellaneous Keys:

- From the Main Menu, Press "5" to RESTART the MemoryCall® session. The standard system greeting is heard asking the user to enter a mailbox number.
- Press "0" at any time for HELP or additional assistance.
- Press "\*" at any time to CANCEL a command or EXIT a menu.
- Press "#" to COMPLETE an operation or SKIP to another message/prompt.

#### 8.5.5 BTI Mailbox Operating Instructions

The following chart shows the most frequently used menu choices for a MemoryCall® Answering Service Plus mailbox on a BTI platform. Other options may be available. Refer to detailed instructions in this section for additional information.

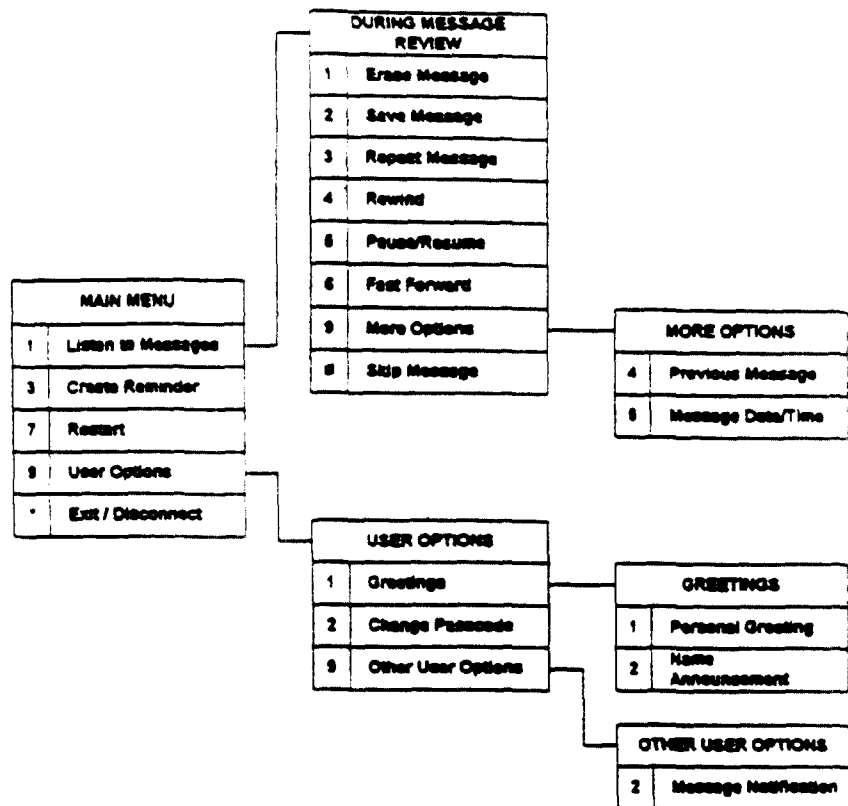


Figure 17 BTI MAS+ Menus

#### 8.5.5.1 When Callers Record a Message:

Callers reaching the customer's mailbox can record a message after hearing the personal greeting. MemoryCall® plays an announcement similar to the following after the customer's personal greeting: *"Please record after the tone. To end your message you may hang up or press pound '#' for more options."* The following instructions apply when callers leave a message in the customer's mailbox.

During the greeting the caller can press:

- "\*" to skip the greeting and begin recording or
- "0" to transfer to a customer-provided operator or attendant.

While recording a message the caller can:

- Hang up to send the message as is and disconnect;

- Press "\*" to cancel message and disconnect; or
- Press "#" to end the recording and hear more options. Those options include:
  - "1" — To send the message and disconnect.
  - "2" — To erase and re-record the message.
  - "3" — Review the message.
  - "9" — To set delivery options. Those options are:
    - Press "1" for URGENT DELIVERY
    - Press "2" for PRIVATE DELIVERY
  - "0" — Cancel message and transfer to a customer-provided operator or attendant.
  - "\*" — Cancel message and disconnect.

#### 8.5.5.2 To Listen to Messages:

Customers can call into MemoryCall® from any touchtone-capable telephone to retrieve messages. The following instructions apply to message retrieval for MemoryCall® Answering Service Plus mailboxes on BTI platforms:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "1".
3. Hear Date And Time When Message Recorded.
4. During Message Review Press:
  - "1" — ERASE the current message
  - "2" — SAVE message just heard
  - "3" — REPEAT message
  - "4" — REWIND the current message back 5 seconds
  - "5" — PAUSE message review for 20 seconds or press any key to resume
  - "6" — FAST FORWARD 5 seconds through the message
  - "9" — MORE OPTIONS including:
    - "9-4" — Listen to the PREVIOUS MESSAGE
    - "9-5" — Hear the DATE/TIME the current message was received
  - "0" for HELP
  - "#" to SKIP the current message
  - "\*" to CANCEL message review and return to Main Menu

**Note:** Messages are not truly deleted until the customer hangs up or disconnects from his/her mailbox. Deleted messages can still be heard or saved by returning to the Main Menu and listening to the message again. Pressing "7" at the Main Menu to restart the MemoryCall® session will end the current session and delete all erased messages. Restart does not undelete messages.

#### 8.5.5.3 To Change A Password:

MemoryCall® Answering Service Plus customers can change their password at any time. Passwords prevent other parties from retrieving messages and insures the security of the customer's mailbox. In some BTI literature, passwords are referred to as passcodes. BTI Passwords/Passcodes can be from 5 to 10 digits in length. Use the following steps to change a password for a MAS+ mailbox:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "2" For PASSCODE.
4. Enter a 5-10 Digit Password. Then "1" To Keep Or "2" To Change.

#### WARNING

Customers should write down passwords and store them in a safe place. Lost passwords will result in lost messages. A customer's mailbox must be re-established by BellSouth if a password is lost. The customer must contact BellSouth's Service Center to place an order for this purpose. When a mailbox is re-established, the mailbox is deleted and all messages, greetings and passwords are lost.

#### 8.5.5.4 To Change A Greeting or Recorded Name:

MAS+ customers can record their own personal greeting at any time. No standard personal greeting is available for customers served from a BTI platform. In addition to a greeting, customers must record a Name. The Recorded Name is heard by the customer when accessing his/her mailbox prior to the password prompt.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "1" For GREETINGS/NAMES. Then Enter One Of The Following:
  - "1" — PERSONAL GREETING
  - "2" — NAME ANNOUNCEMENT
4. Follow Prompts To Record And Save The New Greeting Or Name.

#### 8.5.5.5 To Control Notification Schedule(s):

MAS+ customers served from a BTI platform are allowed two different notification schedules a Pager Schedule and a Special Delivery Schedule. Both may be active at the same time.

When notification is turned on, it is active 24 hours a day, seven days a week, including holidays.

The first schedule is reserved for paging. It utilizes special dial strings programmed into the BTI to work with tone, voice, digital or PIN driven pagers. The type of pager and dial string used is based on the VMO FID shown behind the MAS+ service order USOC.

The second or Special Delivery schedule is for outcall notification to non-pager local or toll-free numbers. No special dial strings are outpulsed in conjunction with this number. The customer-specified telephone number is called by MemoryCall® service. A recorded message is heard by the answering party notifying them that a new message has been received in the customer's mailbox. The customer then follows the audio prompts to enter his/her password and listen to the message.

The following must be specified for each notification schedule:

- the telephone number or pager number to be contacted; and
- the types of messages which will generate an outcall or page (e.g., Urgent or All messages).

MemoryCall® will attempt to contact the customer up to three times, 20 minutes apart of any messages received. To program and control notification schedules, follow the instructions listed below:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "9" For OTHER USER OPTIONS.
4. Press "2" For MESSAGE NOTIFICATION.
5. Select The Schedule To Be Created, Changed Or Modified By Choosing From The Following:
  - "2" — PAGER SCHEDULE
  - "3" — SPECIAL DELIVERY SCHEDULE
6. Use The Following Menu Choices To Turn Notification On/Off Or Set Restrictions:
  - "1" — TURN ON/OFF schedule
  - "2" — REVIEW the number to be called
  - "3" — SET or CHANGE number to be called (or "3 - #" to delete a schedule)
  - "9" — RESTRICTION OPTIONS determine if the user is notified for all messages or only urgent messages. Once set, the type of restriction applies to both schedules.

#### **8.5.5.6 To Create a Reminder Message:**

MemoryCall® customers served from a BTI platform are allowed to record, schedule and send themselves a reminder message at any time during the next year. Up to three Reminder

messages can be recorded, each up to 30 seconds in length. MemoryCall® service will call the customer's phone number and play back a Reminder message at the date and time scheduled. To use MemoryCall®'s Reminder feature, follow these instructions:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "3" For REMINDERS.
3. Select from either of the following:
  - "1" — Create a Reminder message.
    - Enter "2" to send the Reminder only once (required).
    - Follow prompts to schedule date and time for message delivery.
      - Enter the scheduled month (1 through 12) or press "\*" for delivery within the next 24 hours.
      - Enter the date (1 through 31). Not required if "\*" already entered.
      - Enter the time (e.g. 715 for 7:15).
      - Indicate AM (1) or PM (2) delivery.
    - Record message.
    - Press "\*" to end recording.
    - Reminder saved and scheduled. User returned to Main Menu.
  - "2" — Review or cancel an existing Reminder.
    - Listen to number of Reminders set.
    - Press "2" to continue or "\*" to exit Reminder feature.
    - MemoryCall® states the scheduled time for each Reminder. After each Reminder, the user is prompted for one of the following:
      - "1" — Listen to Reminder message.
      - "2" — Skip to next Reminder (if more than one scheduled).
      - "3" — Cancel/Delete Reminder.
      - "\*" — Exit Reminder feature.
  - "\*" — To exit Reminder feature.

#### 8.5.5.7 To Listen to a Reminder Message:

MemoryCall® will contact the customer at his/her telephone number with a reminder message on the date and time scheduled for each message. A second attempt to contact the customer at his/her main number is made 10 minutes after the first attempt. If still no answer, the message is placed in the customer's mailbox for retrieval during message review.

The following announcement will be heard when the customer answers the telephone: *"This is your BellSouth MemoryCall® service with a reminder message for [Mailbox Recorded Name]. To listen to this reminder, press 1. To save the reminder in your mailbox, hang up."*

To listen to the message, the customer merely presses "1" on his/her touchtone key pad. After listening to the reminder message, the customer can have it sent again at a later date. To resend the reminder, the customer should press "4" and follow the prompts to reschedule the message.

If someone else answers the customer's reminder call and does not press "1," MemoryCall® will automatically save the message as a new message in the customer's mailbox.

**Note:** MemoryCall® will not call the customer if his/her telephone number does not match the mailbox number (e.g., non-integrated service with a Surrogate Client Number). Instead, messages will be automatically saved in the customer's mailbox.

#### 8.5.5.8 Miscellaneous Keys:

- From the Main Menu, Press "7" to RESTART the MemoryCall® session. MemoryCall® will ask the customer to enter a new mailbox number and passcode.
- Press "0" at any time for HELP or additional assistance.
- Press "\*" at any time to CANCEL a command or EXIT a menu.
- Press "#" to COMPLETE an operation or SKIP to another message/prompt.

#### 8.5.6 ECC Mailbox Operating Instructions

MemoryCall® Answering Service Plus mailboxes are currently unavailable on ECC platforms. This section will be updated in the future when this mailbox type is offered from ECC.



## 9. MemoryCall® Voice Messaging Service Mailbox

### 9.1 Mailbox Description

MemoryCall® Voice Messaging provides the customer the same features as those offered with MemoryCall® Answering Service Plus. In addition the customer is provided with voice mail capability. Voice mail allows customers to send messages to other MemoryCall® users without dialing their telephone number. The following features are also included with MemoryCall® Voice Messaging mailboxes:

- Future Delivery of Messages,
- Control of Message Waiting Indication (Octel only),
- Extended Absence Greetings, and
- Guest and Home Mailboxes (Octel only.)

MemoryCall® Voice Messaging is offered as a flat rate, non-usage sensitive service.

### 9.2 Feature Descriptions

MemoryCall® Voice Messaging is the most feature-rich of MemoryCall®'s mailbox types. As such, it lacks few features when compared to other mailboxes offered by MemoryCall® service. The following features are included with most MemoryCall® Voice Messaging mailboxes. Refer to the Feature Summary Chart in the next section for any variations due to service platform (e.g., Octel, BTI or ECC).

- **Telephone Answering** — Answers incoming calls forwarded from customer lines. Calls may be forwarded because the customer is unavailable, on the telephone, or the customer has temporarily forwarded all calls to MemoryCall® service.
- **Personalized Greeting** — Customers can record a personal or company greeting which is heard each time a caller reaches the mailbox. The greeting can be changed at any time by the customer. Callers can skip over this greeting if they wish.
- **Extended Absence Greeting** — An extended absence greeting can be recorded by the customer instead of the normal personal greeting. Callers cannot skip over an extended absence greeting. This ensures that callers know that the customer will be away for an extended period of time and may not be checking for messages.
- **Message Recording** — Allows a caller to leave a message in his/her own voice for the customer.
- **Caller Prompting** — At the end of a greeting, the caller is automatically prompted to hang up or press a "\*" or "1" for more options. These options give the caller additional control over message recording including the ability to listen to their message, erase and rerecord their message, or cancel the message entirely.

- **Caller Specified Urgent or Private Delivery** — During Caller Prompting, a caller can specify Normal or Urgent delivery of their message. Urgent messages are available for review by the customer before normal delivery messages. Messages not marked urgent are reviewed in the order in which they were recorded. On BTI platforms, callers also have the option of specifying a message as "Private." Private messages can only be heard by the customer and cannot be sent to other MemoryCall® customers via voice mail.
- **Dial "0" for Operator** — Callers may press "0" to transfer to the customer's clerk, secretary, operator, or other customer-specified attendant telephone number at any time while connected to the customer's mailbox.
- **Voice Mail; Sending Messages** — Allows the customer to send messages to another user. The customer records a message and enters the destination mailbox number(s). The message is automatically sent to all specified mailboxes.
- **Voice Mail; Delivery Options** — Messages sent by the customer can be marked as one of the following:
  - *Normal Delivery* - Messages are delivered without priority or confirmation. Normal messages are heard in the order received.
  - *Private* - Prevents the recipient from sending copies of the message to other MemoryCall® customers.
  - *Urgent* - These messages are available for review by the recipient before normal delivery messages. Messages not marked urgent are reviewed in the order in which they were received.
  - *Confirmation Requested* - The customer can request to be notified by MemoryCall® when a message is received. The customer can also request confirmation for non-received messages.
  - *Future Delivery* - Customers can request that messages be delivered to other users at a specific time in the future. The customer records the message and enters the date and time when the message should be delivered.
- **Voice Mail; Receiving Messages** — Customers can receive messages sent from other MemoryCall® Voice Messaging and Deluxe Voice Messaging users.
- **Message Review and Retrieval** — Allows the customer to retrieve and review voice mail and telephone answering messages at any time from any touchtone-capable phone. Retrieval and review options are:
  - *Playback* - While listening to a message, the customer, by using the appropriate keys, may rewind to the beginning of a message; forward to the end of a message; pause or resume playback; or increase the volume or speed of message playback.
  - *Envelope Information* - Allows the customer to hear the date and time a message was recorded and how long it is.
  - *Skip* - The customer may skip to the next message at any time by pressing one key.
  - *Cancel* - The customer may cancel message review at any time while listening to messages.

- *Replay* - At the end of a message, the customer can replay that message in its entirety.
- *Delete or Save* - When the customer has listened to a message, he/she may erase it or save it for a predetermined number of days. Saved messages can be reviewed and deleted or re-saved anytime during the archive period.
- *Reply* - The customer may send a reply to a message sent by another MemoryCall® Voice Messaging or Deluxe Voice Messaging customer without having to re-enter the destination mailbox number. The reply is sent and received like any other message.
- *Send a Copy* - The customer can send a copy of a message he/she has received to another customer unless the message was sent using the "private" delivery option.
- **Password Security** — Requires the customer to enter a password to retrieve messages. Customers can change passwords whenever they wish.
- **Message Waiting Indication (optional feature)** — Message Waiting Indication (MWI) can be put on the customer's line. This feature provides stutter dial tone when messages have been left in the customer's mailbox. Stutter dial tone is turned off after the customer listens to all new messages in his/her mailbox.
- **Pager/Outcall Notification** — A customer can personalize his/her mailbox so that MemoryCall® service will activate a pager when a message is received. Customers may also program the mailbox to call a local number to deliver the message (Outcall Notification/Special Delivery).
- **Guest and Home Mailboxes (Octel only)** — A customer can establish multiple passwords which make use of the customer's existing mailbox capacity. These passwords can be used to simulate up to three additional voice messaging mailboxes. Two of these passwords create "guest mailboxes". The third password is labeled as a "home mailbox". The customer creates these passwords and provides them to special callers - either family or business associates. Special callers can dial into the customer's mailbox and send/receive messages to/from the customer via their guest or home mailbox. Messages sent to the customer from the home mailbox are automatically sent with an urgent priority. The total number of messages in the customer's personal mailbox, and home/guest mailboxes may not exceed thirty (30) messages at any one time.
- **Prompt Level Control (Octel only)** — Audible prompts are provided by MemoryCall® service to tell a customer what choices are available from the Main or other menus. Three levels of prompting are permitted with mailboxes offered from Octel platforms: Standard, Extended or Rapid.
- **Control of Message Waiting Indicator (Octel only)** — Allows the customer to control when Message Waiting Indication (e.g., stutter dial tone) is used to notify him/her of new messages.
- **Easy Access (BTI only)** — Simplifies message retrieval. Customers who can't remember the MemoryCall® access number can retrieve messages by calling their home or business number when no one is there to answer the phone. The customer's call forwards to MemoryCall® service and the personal greeting is heard. To enter

the mailbox, the customer just presses "\*" during the personal greeting and enters his/her password.

- **Reminder Feature (BTI only)** — Helps customers remember special events or appointments. Customers can program MemoryCall® to contact them with a self-recorded message at a specific date and time in the future. At the time specified, MemoryCall® dials the customer's telephone number and plays the special message to the answering party. If no one is available to answer the call, the message is placed in the customer's mailbox for retrieval later.

### 9.3 Features Not Available With MemoryCall® Voice Messaging

Sub/Extension mailboxes and Group Distribution Lists are not available with MemoryCall® Voice Messaging. The customer must change to a Personal/Extension or Deluxe Voice Messaging mailbox to receive these features.

### 9.4 Feature Summary Chart

The following chart compares features for MemoryCall® Voice Messaging based on the vendor platform serving the customer.

**Table G MemoryCall® Voice Messaging Feature Matrix**

FEATURE	OCTEL	BTI
Telephone Answering	YES	YES
Voice Mail/Messaging	YES	YES
Personal Greeting	YES	YES
Extended Absence Greeting	YES	YES
Max. Greeting Length	90 Seconds	90 Seconds
Max. Number of Messages	20 Messages	20 Messages
Max. Message Length	2 Minutes	2 Minutes
Caller Prompting	YES	YES
Caller Specified Urgent or Private Delivery	Urgent	Urgent & Private
Retention of New Messages	14 Days	14 Days
Retention of Saved Messages	7 Days	7 Days
Digits in Password	5 to 15 Digits	5 to 10 Digits
Temporary Password Required for Initialization	YES	YES

- continued -

Table G MemoryCall® Voice Messaging Feature Matrix (continued)

Sub/Extension Mailboxes	NO	NO
Home/Guest Mailboxes	YES	NO
Outcall/Pager Notification	YES, 3 Schedules	YES, 2 Schedules
Customer Control of Outcall Notification/Pager	Customer can 1) set up 3 schedules based on time of day, day of week, and type of message. 2) change pager/outcall notification numbers. 3) turn notification on or off.	Customer can 1) determine type of message that will cause notification. 2) change pager or special delivery notification number. 3) turn notification on or off.
Changing Pager Type or Outcall Numbers	Service order required to change pager type or PIN. Customer can change pager/outcall number.	Service order required to change pager type or PIN. Customer can change pager/special delivery number.
Number of Pager/Outcall Attempts	Up to three attempts per message.	Up to three attempts per message.
Future Delivery	YES	YES
Max. Future Delivery Messages	5 Messages	5 Messages
Future Delivery Up To...	31 Days	365 Days
Group Distribution Lists	NO	NO
Dial "0" for Operator	YES	YES
Prompt Level Control	YES (3 levels)	NO (1 Level)
Message Waiting Control	YES	NO
Speed Control During Message Review	YES	NO
Volume Control During Message Review	YES	NO
Reminder Feature	NO	YES
Easy Access	NO	YES
AutoSave	NO	NO
AutoPlay	NO	NO

## 9.5 Operating Instructions

The following pages contain instructions for accessing a MemoryCall® Voice Messaging mailbox and performing various administrative activities. Operating instructions for Octel, BT and ECC platforms may vary. Be sure you know which vendor platform serves the customer when answering questions or discussing a trouble report.

### 9.5.1 Accessing A MemoryCall® Mailbox:

Before listening to messages, recording a greeting or performing administrative tasks, a user must first access his/her MemoryCall® service mailbox. The way in which users connect to a mailbox will vary depending on the location from which they are calling. A touchtone-capable telephone is required in order to access and administer a MemoryCall® mailbox.

To begin with, the user must dial the MemoryCall® access number. This number is different from a mailbox number. The MemoryCall® access number is the lead number of the multiline hunt group connecting a customer's central office switch to the MemoryCall® platform. The MemoryCall® access number is used in two ways:

- customer lines are forwarded to the access number in telephone answering applications, and
- customers dial the access number to get to their mailbox when retrieving messages, changing options or greetings, or performing other administrative tasks.

#### 9.5.1.1 Calling From A Line Equipped With a Mailbox:

##### **WARNING**

Customers whose mailbox number and telephone number do not match should follow the instructions in the next section. This includes customers with non-integrated service (e.g., using a Surrogate Client Number).

When a customer calls in for messages, MemoryCall® looks at the number from which the call is placed. If the calling number matches a mailbox number, MemoryCall® assumes the caller is a customer and speaks the recorded name for the mailbox. MemoryCall® then prompts the caller for a password. Use the following steps to access MemoryCall® when calling from a telephone line equipped with a mailbox (e.g., from home or office):

1. Dial The MemoryCall® Service Access Number.
2. Listen To The Recorded Name.
3. At The Prompt, Enter The Mailbox Password.
4. Listen To The Main Menu.

**Example:** Customer dials the MemoryCall® access number from his home to retrieve messages:

1. Ring...Ring...*"John Doe. Please enter your password."*
2. John enters his password and hears the Main Menu.

**WARNING**

Customers who block delivery of their number (e.g., \*67 per call or per line Calling Number Delivery Blocking) before calling the MemoryCall® access number will not hear their recorded name. Instead, these customers will hear the standard system greeting and must follow instructions in the next section — *Calling From A Line Not Equipped With a Mailbox.*

**9.5.1.2 Calling From A Line NOT Equipped With a Mailbox:**

Customers calling from a telephone line not equipped with a mailbox do not hear their recorded name. Instead, these customers will hear the standard system greeting. This is also true for customers with non-integrated service using Surrogate Client Numbers.

To access a mailbox, the customer must press the star (“\*”) key after hearing the system greeting and then enter their mailbox number. MemoryCall® speaks the customer's name after a mailbox number has been entered and then asks for a password.

The following steps apply to customers when calling from a telephone line not equipped with a mailbox or to non-integrated users.

1. Dial The MemoryCall® Service Access Number.
2. Listen To The Standard System Greeting.
3. Press “\*”.
4. Enter A Mailbox Number.
5. Listen To The Recorded Name.
6. At The Prompt, Enter The Mailbox Password.
7. Listen To The Main Menu.

**Example:** Customer dials the MemoryCall® access number from a pay telephone:

- Ring...Ring... “Hello, you have reached BellSouth's MemoryCall® Service. To listen to your messages, press star “\*” now. Or, to leave a message for the person you are calling, enter their telephone number now. Thank You.”
- Customer enters “\*” and hears “Mailbox number please.”
- Customer enters seven digit mailbox number.
- Customer hears “John Doe. Please enter your password.”
- John enters his password and hears the Main Menu.

**Note:** The actual text of the standard system greeting may be different depending on the platform accessed by the caller. However, the standard system greeting will always instruct callers to 1) press "\*" if they have a mailbox on the system or 2) enter the number of the party they are trying to reach.

### 9.5.1.3 Easy Access...A Third Method

Customers don't always remember the MemoryCall® service access number. If these customers are served by an ECC or BTI platform, an "Easy Access" method is available.

With Easy Access, the customer merely dials his/her own telephone number. When the call forwards to MemoryCall®, the customer can press the "\*" key during the personal greeting to be prompted for a password. Customers must have their line forwarded to MemoryCall® for this access method to work. Call Forwarding Busy Line and Call Forwarding Don't Answer are both recommended for customers who use Easy Access.

This access method also works for non-integrated customers who choose to call the Surrogate Client Number associated with their mailbox. The following steps apply to customers whose MemoryCall® service supports the Easy Access Feature:

1. Dial The Home/Office Number Equipped With A Mailbox.
2. Call Forwards to MemoryCall®. Listen To Personal Greeting.
3. Press "\*" During Greeting.
4. Listen To The Recorded Name.
5. At The Prompt, Enter The Mailbox Password.
6. Listen To The Main Menu.

**Example:** Customer dials his home number. Call forwards to MemoryCall®:

- Ring...Ring...*"Hello, you've reached the Smith household....."*
- Customer enters "\*" and hears *"John Doe. Please enter your password."*
- John enters his password and hears the Main Menu.

### 9.5.2 Initializing a Mailbox:

Before using MemoryCall® service, each customer must initialize his/her mailbox. Messages will be recorded in a mailbox prior to initialization. However, callers will not hear a personal greeting or the customer's name when leaving a message if the mailbox has not been initialized. In addition, customers cannot listen to stored messages until they have completed this initialization step.

To initialize a MemoryCall® mailbox, customers must follow instructions provided with their customer education material. In general, mailbox initialization requires the following steps:

1. Call The MemoryCall® Access Number From The Line Equipped With The Mailbox.



2. Enter The Temporary Password For The Mailbox.
3. Enter A New Permanent Password.
4. Record A Name For The Mailbox.
5. Record A Personal Greeting.
6. Listen To The Tutorial On Mailbox Operation.

After initialization, the customer will hear the Main Menu and can listen to messages or perform other administrative tasks.

**Note:** Customers can initialize their mailbox when away from their home or office. However, they must press "\*" and enter their mailbox number after calling the access number and before entering their temporary password.

### 9.5.3 Main Menu Choices

The following chart compares the main menu choices for MemoryCall® Voice Messaging based on the vendor platform serving the customer.

**Table H MemoryCall® Voice Messaging Main Menu**

NUMBER ENTERED:	OCTEL	BTI
"1"	Listen to Messages	Listen to Messages
"2"	Send a Message	Send a Message
"3"	Check Message Receipt	Reminder Feature
"4"	Personal Options	N/A
"5"	Restart	N/A
"6"	N/A	N/A
"7"	N/A	Restart
"8"	N/A	N/A
"9"	N/A	User Options
"0"	Repeat Main Menu	Play Help Script
"*"	Exit/Disconnect	Exit/Disconnect
"1-1"	Listen to Unheard Messages	N/A
"0-0"	N/A	N/A
"0-0-0"	N/A	N/A

#### 9.5.4 OCTEL Mailbox Operating Instructions

The following chart shows the most frequently used menu choices for a MemoryCall® Voice Messaging mailbox on an Octel platform. Other options may be available. Refer to detailed instructions in this section for additional information.

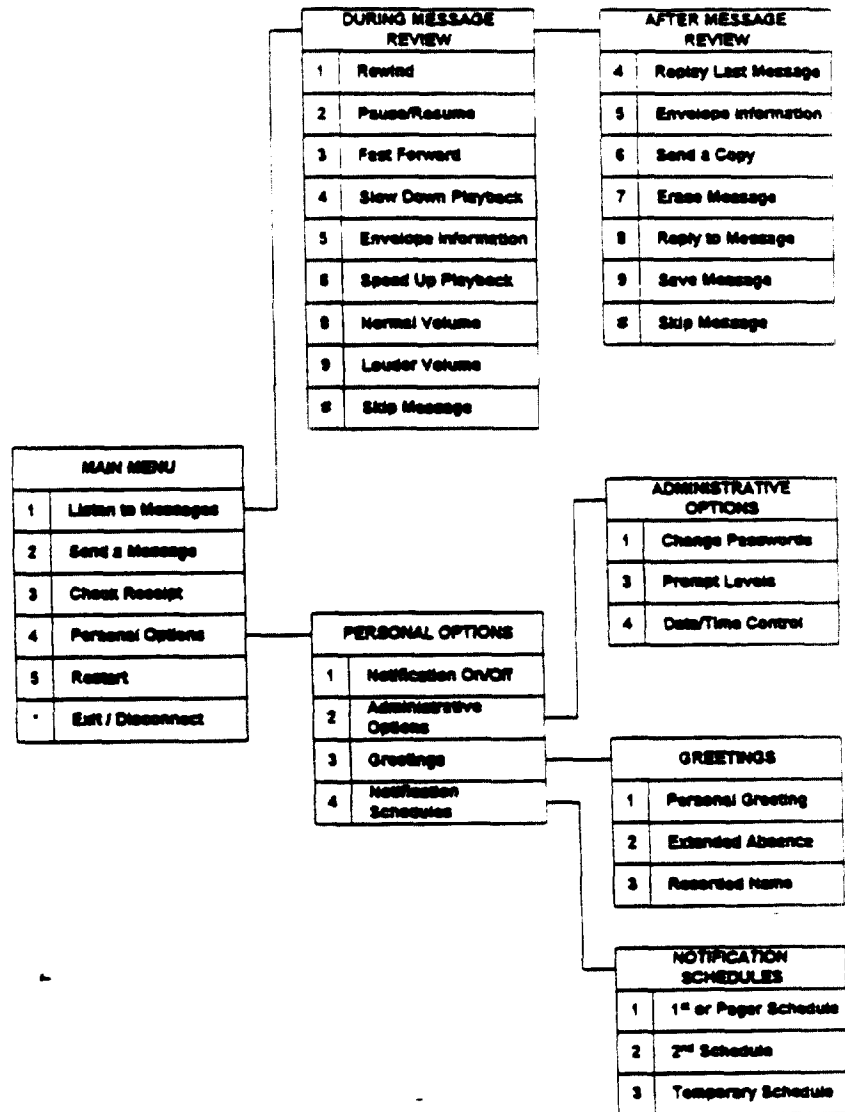


Figure 18 Octel MemoryCall® Voice Messaging Menus

#### 9.5.4.1 When Callers Record a Message:

Callers reaching the customer's mailbox can record a message after hearing the personal greeting. MemoryCall® plays an announcement similar to the following after the customer's personal greeting: *"At the tone, please record your message. When you have finished recording, you may hang up or press one '1' for more options."* The following instructions apply when callers leave a message in the customer's mailbox.

During the greeting the caller can press:

- "\*" to skip the greeting and begin recording;
- "0" to transfer to a customer-provided operator or attendant; or
- "\*" to cancel the message and return to the standard system greeting.

While recording a message the caller can:

- Hang up to send the message as is and disconnect;
- Press "0" to save message and then transfer to a customer-provided operator or attendant;
- Press "\*" to erase the message and re-record; or
- Press "\*" or "1" to end the recording and hear more options. Those options include:
  - "1" — If the caller is satisfied with his/her message. Selecting "1" offers the following delivery options:
    - Press "1" for NORMAL DELIVERY
    - Press "2" for URGENT DELIVERY
  - "2" — Listen to the message.
  - "3" — To erase and re-record the message.
  - "4" — To continue recording where the caller left off.
  - "\*" — Cancel message and return to standard system greeting.

#### 9.5.4.2 To Listen to Messages:

Customers can call into MemoryCall® from any touchtone-capable telephone to retrieve messages. The following instructions apply to message retrieval for MemoryCall® Voice Messaging mailboxes on Octel platforms:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "1".
3. Hear Date And Time When Message Recorded Or Last Saved (May vary if user has turned off Date/Time option).
4. During Message Review Press:

- "1" — REWIND the current message back 10 seconds
- "1-1" — Go to BEGINNING of current message
- "2" — PAUSE/RESUME message review
- "3" — FAST FORWARD 10 seconds through the message
- "3-3" — Go to END of current message
- "4" — SLOW DOWN message playback
- "5" — ENVELOPE INFORMATION: message date (recorded or last saved), time and length
- "6" — SPEED UP message playback
- "8" — Return to NORMAL VOLUME
- "9" — LOUDER VOLUME during message playback
- "\*" — SKIP the current message
- "#-#" — SKIP TO SAVED messages
- "\*" — CANCEL message review and return to Main Menu

5. After Message Review Press:

- "4" — REPLAY last message
- "5" — ENVELOPE INFORMATION: message date (recorded or last saved), time and length
- "6" — SEND COPY to another mailbox customer. (For delivery options, see *"To Send a Message..."* in the next section)
- "7" — ERASE message just heard
- "8" — REPLY to message just heard (original message must be from another MemoryCall® customer on same serving platform)
- "9" — SAVE message just heard
- "\*" — SKIP to the next message
- "\*" — CANCEL message review and return to Main Menu

**Note:** Once deleted messages cannot be un-erased or reheard. Pressing "5" at the Main Menu to restart the MemoryCall® session does not undelete messages.

#### 9.5.4.3 To Send a Message to Other MemoryCall® Customers:

MemoryCall® Voice Messaging customers have the ability to send messages to other MemoryCall® customers. Usually, the recipient is an employee of or associated with the sender's business or organization. Messaging is a valuable tool for communicating with other parties without placing a phone call.

To send a message to one or more parties, use the following instructions:

1. Access The MemoryCall® Service Mailbox.

2. At Main Menu, Press "2".
3. Record Message. During Message Recording, The Following Options Are Available:
  - "1" — REWIND and replay what has been recorded
  - "1-1" — Rewind to the BEGINNING and replay what has been recorded
  - "2" — PAUSE ON/OFF
  - "3" — FAST FORWARD through what has been recorded
  - "3-3" — Fast forward to END of recording
  - "\*" — ERASE and rerecord entire message
  -
4. Press "#" When Recording Complete.
5. Enter Destination Mailbox Number.

Note: To send a message to a Home/Guest mailbox, enter "91" for Guest 1, "92" for Guest 2, or "93" for Home.
6. Select A Delivery Option:
  - "1" — PRIVATE
  - "2" — URGENT
  - "3" — MESSAGE CONFIRMATION. For this option, select one of the following:
    - "1" for a confirmation receipt or
    - "2" for notification of non-receipt.
  - "4" — FUTURE DELIVERY. If this option is selected, user is prompted for a future delivery date and time 31 days from the recording date.
7. Press "#" To Send Message.
8. Enter The Next Destination Mailbox Number To Receive Message Or Press "\*" To Return To Main Menu.

#### 9.5.4.4 To Check Receipt of a Sent Message:

Use this option to manually check on the status of a sent message. Automatic confirmation of sent messages can be requested by selecting the appropriate Delivery Option before the message is sent.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "3".
3. Enter Mailbox Number Of Message Recipient Or "#" To Spell By Name.
4. Listen To Receipt Information. MemoryCall® will tell the user if messages have been heard. Unheard (unreceived) messages are played back to the sender.

#### 9.5.4.5 To Change A Password:

MemoryCall® Voice Messaging customers served from an Octel platform are permitted to assign multiple passwords to their mailbox. Customers can give out Guest or Home passwords to parties with whom they communicate frequently. This enables the customer and the guest to send voice mail messages back and forth using a portion of the customer's mailbox. No other customer or guest can retrieve these messages. Messages sent between Guest/Home users and the customer are considered part of the total message count (30 messages) permitted for the mailbox.

However, unlike Personal or Extension Mailboxes, callers can only leave messages for the primary customer. No menu is given to callers allowing them to leave messages in Guest or Home mailboxes. The customer must use the Personal password whenever he/she wants to retrieve messages left by telephone callers.

A Secretary Password can be used by a person authorized by the customer to enter the mailbox and obtain envelope information for messages. However, the Secretary cannot actually hear a message left in the customer's mailbox. Nor can the Secretary reply to any messages left in the customer's mailbox.

Octel passwords can be from 5 to 15 digits in length. MemoryCall® Voice Messaging customers can change these passwords at any time using the following instructions:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "2" For ADMINISTRATIVE OPTIONS.
4. Press "1" For PASSWORDS. Then Enter One Of The Following Based On The Password To Be Changed:
  - "1" — GUEST 1
  - "2" — GUEST 2
  - "3" — HOME (can also be used as a third Guest Mailbox.)
  - "4" — SECRETARY
  - "5" — PERSONAL (main password)
5. Follow Prompts To Enter New Passwords.

**WARNING**

Customers should write down passwords and store them in a safe place. Lost passwords will result in lost messages. A customer's mailbox must be re-established by BellSouth if a password is lost. The customer must contact BellSouth's Service Center to place an order for this purpose. When a mailbox is re-established, the mailbox is deleted and all messages, greetings and passwords are lost.

**9.5.4.6 To Change Prompt Levels:**

Audible prompts are provided by MemoryCall® service to tell a customer what choices are available from the Main or other menus. Three levels of prompting are permitted. The default is the Standard Prompt level. This prompt level lists those menu choices used most frequently by customers. Extended Prompts list all menu choices including more advanced features. Rapid Prompts also cover all features but are very brief. Use the following instructions to change prompt levels:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "2" For ADMINISTRATIVE OPTIONS.
4. Press "3" For PROMPT LEVELS. Then Enter One Of The Following Based On The Desired Prompt Level:
  - "1" — STANDARD prompts;
  - "2" — EXTENDED prompts; or
  - "3" — RAPID prompts.

**9.5.4.7 To Control Date/Time Option:**

MemoryCall® automatically plays a message's date and time before the message is heard. MemoryCall® Voice Messaging customers can turn off automatic date and time playback if desired from the Administrative Options menu. Customers can still hear a message's date and time by requesting envelope information even when Date/Time Control is set to off.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "2" For ADMINISTRATIVE OPTIONS.
4. Press "4" For DATE/TIME. Then Enter One Of The Following:
  - "1" — Date/Time turned ON
  - "2" — Date/Time turned OFF

**Note:** The date and time played by the Octel indicates when the message was received (for new messages) or last saved (for archived messages). Once a message is saved, the recording date and time is lost.

#### **9.5.4.8 To Change A Greeting or Recorded Name:**

MemoryCall® Voice Messaging customers can have two different greetings. The Personal Greeting is the one used most frequently. Customers served by an Octel have the option of recording their own personal greeting or selecting a standard personal greeting. The standard personal greeting uses the Recorded Name to prompt callers to leave a message. The text of the standard personal greeting is *"At the tone, please record your message to [Recorded Name]. When you have finished recording you may hang up or press 1 for more options. Beep."*

The Recorded Name serves two other purposes. First, it is played to the customer when accessing his/her mailbox prior to the password prompt. Secondly, the Recorded Name is also played by MemoryCall® to confirm a mailbox number whenever someone sends the customer a message.

An Extended Absence Greeting can be recorded and selected instead of the Personal Greeting when the customer is away from his/her home or office for long periods of time. Callers cannot skip over an Extended Absence Greeting to leave a message. They must hear the entire greeting before recording their message. Extended Absence Greetings are useful when the customer is not able to check for messages for some time.

To record a personal greeting, extended absence greeting or user name:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "3" For GREETINGS. Then Enter One Of The Following:
  - "1" — PERSONAL GREETING. If "1" is selected, the customer is prompted further as follows:
    - Press "1" to use the standard personal greeting or
    - Press "2" to record a personal greeting.
  - "2" — EXTENDED ABSENCE GREETING
  - "3" — NAME
4. Follow Prompts To Record and Save The New Greeting Or Name.

#### **9.5.4.9 To Turn On/Off Outcall Notification and Message Waiting:**

MemoryCall® Voice Messaging customers have the ability to control when and how MemoryCall® notifies them of new messages. Outcall Notification schedules can contact the customer through a pager or some other telephone number. Message Waiting Indication activates stutter dial tone on the customer's phone line.



Customers must have Message Waiting Indication on their line and service order for selections "3" and "4" to be available (see instructions below). Selecting "4" — Message Waiting Off does not disable the MWI switch feature. Instead, it tells the Octel platform not to send MWI activation requests to the switch when new messages are received. The Octel will begin sending MWI requests to the switch again when "3" — Message Waiting On has been selected.

Outcall Notification and Message Waiting can be controlled by the customer using the following instructions. A separate menu (see following section) is required to set up an outcall notification or pager schedule.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "1" For NOTIFICATION ON/OFF.
4. Listen To Current Notification And Message Waiting Status.
5. Select One Of The Following:
  - "1" — Turn NOTIFICATION ON
  - "2" — Turn NOTIFICATION OFF
  - "3" — Turn MESSAGE WAITING ON
  - "4" — Turn MESSAGE WAITING OFF

#### 9.5.4.10 To Modify Notification Schedule(s):

Mailbox customers served from an Octel platform are allowed up to three different notification schedules:

- **Schedule 1 or Pager Schedule** can be used for outcall notification to a pager or a non-pager telephone number (e.g., local or toll-free) as follows:
  - **Outcall to a Telephone Number** — The customer-specified telephone number is called by MemoryCall® service. A recorded message is heard by the answering party notifying them that a new message has been received in the customer's mailbox. The customer then follows the audio prompts to enter his/her password and listen to the message.
  - **Outcall to a Pager** — Schedule 1 becomes a pager schedule if a pager type is specified on the service order using the VMO FID. The pager schedule cannot be used for outcall notification to a non-pager number. No verbal message or prompting is provided. The pager schedule utilizes special dial strings programmed into the Octel to work with digital or PIN driven pagers. The dial string used is based on the pager type shown behind the VMO FID.
- **Schedule 2** is reserved for outcall notification to non-pager local or toll-free numbers only. No special dial strings are outputted in conjunction with this number. The customer-specified telephone number is called by MemoryCall® service. A recorded message is heard by the answering party notifying them that a new message has been